

LA Dept of Health and Hospitals

Management Issues for Operators

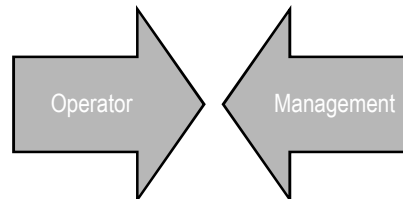
Dinah Millet, CIT, CET
Operator Certification Program Administrator

Defining Responsibilities

- ✧ Governing Body
 - Set policies and procedures
 - Adopts budget, establishes long-range plans
- ✧ Managers
 - Implement policies and procedures adopted by governing body
 - Decides how to spend budgeted funds, establishes short-term goals to ensure long-range plans are met
- ✧ Operators
 - Day-to-day operational activities
 - Water quality tests, repairing lines, doing preventive maintenance

Operations Meets Management

- ✱ Record Keeping
- ✱ Tracking Water Loss
- ✱ O&M
- ✱ Asset Management



Record Keeping

Who's responsible for record keeping at your facility?

What records should you keep?

How long should you keep the records?



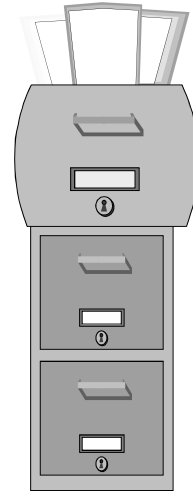
Record Keeping

✿ LAC Title 51 Public Health Sanitary Code Part XII

- <http://doa.louisiana.gov/osr/lac/51v01/51v01.pdf>

✿ Keep these records for 3 years

- Daily records of operations
 - Water production, chemicals & quantities used
 - Daily chlorine residuals measurements
 - Raw water turbidity measurements
- Laboratory control tests
 - Calibrations & Validations on measuring devices
- Consumer Confidence Report (CCR)
- Corrective action of a primary drinking water violation
- Public notices required by DHH or EPA



Record Keeping

✿ Keep these records for 5 years

- Bacteriological results
- Backflow prevention device test records
- Variances or exemptions (5 yrs after they expire)

✿ Keep these records for 10 years

- Chemical results
- Sanitary Surveys
- Lab 8 Forms
- Complaints & actions taken
- Repairs made
- Correspondence with DHH and EPA

Record Keeping

- ✱ Keep these records for 12 years
 - ALL records pertaining to the Lead and Copper Rule
- ✱ Keep these records indefinitely
 - Well Drilling or Abandonment Data
 - Plans/Maps of Water System
 - Approved Lab Status
 - SOP's or O&M Manual
 - Emergency Procedures
 - Insurance Policies



Tracking Water Loss

- ✱ Account for all water usage
 - Customers' meter readings
 - Special projects
 - Flushing
- ✱ Compare water usage with water production
- ✱ Unaccounted for water is a financial loss to system
- ✱ Causes of Water loss
 - Water leaks
 - Old water meters
 - Theft



Operations & Maintenance

✿ O&M Manual

- Routine Operations
 - Start-up/shut-down procedures
 - Flushing Program
- Scheduled Maintenance
 - Pumps, well, intake structure, water tanks
 - Vehicles, backhoes
- Common Operating Problems
 - Troubleshooting charts & guides
 - Methods of bypassing units

Asset Management



✿ A planning process that ensures that you get the most value from each asset and have the financial resources to rehabilitate and replace them when necessary

Asset Management

✳ Successful asset management requires you to know the following:

- What assets do you have?
 - Wells, intake structure, pumps, filters, chlorination system, tank, lines?
- The condition of each asset?
 - Excellent, poor, somewhere in between?
- Service History for each asset
- Useful life of each asset

Asset Management

✳ Resources to help you get started managing your assets

- Asset Management: A Best practices Guide
 - http://www.epa.gov/safewater/smallsystems/pdfs/guide_smallsys_ems_assetmanagement_bestpractices.pdf
 - Included as a reference
- Asset Management: A Handbook for Small Water Systems
 - http://www.epa.gov/safewater/smallsystems/pdfs/guide_smallsys_ems_asset_mgmt.pdf
- Check Up Program for Small Systems (CUPSS)
 - Free software to help manage your assets, tasks and finances
 - <http://www.epa.gov/cupss/>

Operator Certification Contact Information

✿ Mailing Address:

- LA DHH-OPH-CEHS
Operator Certification Unit
P.O. Box 4489
Baton Rouge, LA 70821-4489

✿ Physical Address:

- 628 North 4th Street
Baton Rouge, LA

✿ Phone Numbers:

- Jill 225-342-7508
- Steve 225-342-7507
- Dinah 225-342-7512

✿ Online: www.dhh.louisiana.gov/offices/?ID=236



Questions?

